



**PUEBLO OF ISLETA  
HUMAN RESOURCES DEPARTMENT  
P.O. BOX 1270, ISLETA, NM 87022  
PH. # 505.766.6623 FAX # 505.869.2812  
E-Mail Address: poi70102@isletapueblo.com**

**JOB ANNOUNCEMENT**

**POSTING DATE: 07/16/10  
POSTING DATE ENDING: 07/30/10  
(POSTED IN AND OUT)**

**TITLE: PATIENT REGISTRATION**

**DEPARTMENT/PROGRAM: BILLING OFFICE**

**LOCATION: ISLETA HEALTH CENTER**

**POSITION #: 26044 POSTING #: 061**

**STATUS: NON-EXEMPT**

**GRADE: A2 STARTING SALARY: \$10.22**

**DESCRIPTION OF WORK**

**General Statement of Duties:** Provides quality customer service in registering patients in computer system and determines patient payment resources.

**Supervision Received:** Supervised by Billing Manager.

**Supervision Exercised:** None.

**DUTIES AND RESPONSIBILITIES:**

1. Greets and cares for all incoming patients in a professional manner.
2. Registers patients in person including: obtaining and/or confirming complete and accurate demographic, financial and insurance information for each patient during each visit; providing appropriate forms to patients and completing paperwork as necessary for requested services; performing data entry; determining when interpretation is needed; orienting patients to the Isleta Health Center services; directing patients to appropriate locations for services requested; identifying when triage by healthcare staff is needed and quickly identifying potential emergency situations and responding accordingly.
3. Analyzes patient's demographic, economic and other information to determine applicability of various alternate funding and assistance resources.
4. Assists patients in the application for and uses of alternate funding resources, including Medicare, Medicaid, Workers Compensation, etc.
5. Responds to patient inquires with regard to basic insurance or billing questions or provide a referral to appropriate staff member.
6. Verifies insurance coverage and obtain insurance pre-authorization for services when necessary.
7. Makes copies of and organizes required eligibility documents and insurance information.

8. Provides patients with information regarding patient rights and directs them to the appropriate resources regarding health care benefits.
9. Keeps abreast of health finance and public assistance programs and changes in their rules and regulations.
10. Manages incoming and outgoing communications concisely and in a pleasant manner.
11. Assures timely access to services by actively monitoring waiting area for patient flow delays and communicates to appropriate clinics.
12. Assists patient billing staff in obtaining payment from third party resources.
13. Provides and/or receives cross training for multiple functions.
14. Performs general office duties such as: ordering and replenishing general office supplies; filing; answering multi-line phones; FAXs, copiers, and printers.
15. Protects confidential information.
16. Contributes to a positive and professional work environment.
17. Other duties as assigned or requested.

**EDUCATIONAL & EXPERIENCE REQUIREMENTS:**

1. High school diploma or GED.
2. One year of related medical/customer service experience.

**NECESSARY SPECIAL REQUIREMENTS:**

1. Effective communication skills; Isleta Tribal member preferred.
2. Current patient registration/medical front office experience preferred.
3. Knowledge of basic medical terminology preferred.
4. Exceptional customer service skills required.
5. Knowledge of computer use and basic computer programs.
6. Skilled at handling confidential data and situations with tact and discretion.
7. Skilled at interacting with patients around potentially sensitive issues and/or volatile situations.
8. Knowledge of policies and regulations related to HIPAA, Medicare, Medicaid, and insurance programs.
9. Ability to multi-task required.
10. Strong interpersonal skills.
11. Must be able to maintain good attendance and report to work on time.
12. Ability to protect confidential information.

**WORKING CONDITIONS:**

1. Work occurs in a climate-controlled office/lobby setting.
2. Work involves use of office machines, telephones and computers.
3. There is occasional carrying, lifting and pushing related to office duties.
4. Work requires ability to read a computer monitor accurately, to hear conversational and group discussions, and to communicate clearly and accurately.

BACKGROUND CHECKS ARE ROUTINELY CONDUCTED ON PROSPECTIVE EMPLOYEES IN ORDER TO CERTIFY COMPLIANCE WITH MINIMUM BACKGROUND STANDARDS ESTABLISHED BY THE PUEBLO OF ISLETA.

SUBMIT APPLICATION/RESUME TO HUMAN RESOURCE DEPARTMENT, LOCATED IN THE GOVERNOR'S OFFICE, OR MAIL TO HUMAN RESOURCE DEPARTMENT, PUEBLO OF ISLETA, P.O. BOX 1270, ISLETA, NM 87022

\*\*\*THE PUEBLO OF ISLETA IS A DRUG-FREE WORKPLACE\*\*\*